

# Questions and Answers about C. P. S.

**Question:** Under the new two-visit deductible contract, can the annual \$10 and \$25 laboratory and x-ray provisions be used for the same ailments for which they were used in a previous year?

**Answer:** Yes, these benefits are provided each year for patients who have two-visit deductible medical coverage—and they may be used for the same ailments each year, if necessary. It is well to remember, however, that the \$25 x-ray provision is for *illness*, and that the surgical contract provides up to \$25 each year for x-rays performed outside the hospital for *accidents*. (The term “contract year” means one year from the date the member joined C.P.S. under the new contract, or one year from the date his contract was converted from the old to the new contract.)

**Question:** How can I arrange for my office secretary to receive instruction on C.P.S. billing procedures?

**Answer:** The C.P.S. Physician Relations Department exists for the purpose of giving instruction to secretaries, nurses and receptionists of C.P.S. physician members on the procedures which should be followed in handling the clerical work connected with treatment of C.P.S. patients. The department performs its duties in various ways, principally by giving individual instruction to these medical assistants or by holding “group instruction” classes in a locality when arrangements can be made for bringing a number of the secretaries, etc., together for such a meeting. To arrange for this instruction, physician members need only to contact the Physician Relations Department in San Francisco or Los Angeles, or to contact the nearest C.P.S. district office. Answers to immediate problems which may arise may also be obtained by telephone.

**Question:** May osteopaths become physician members of California Physicians' Service?

**Answer:** No. Physician membership in C.P.S. is limited to Doctors of Medicine who are licensed as physicians and surgeons in the State of California.

**Question:** Under the new two-visit deductible contract are there any occasions when C.P.S. pays for medical care on the first visit to the doctor?

**Answer:** Yes, but only in cases of accidents, such as sprains and contusions which may require medical attention. It should be kept in mind, as well, that this benefit (medical service from the first visit in accident cases) applies only on the medical portion of the beneficiary's contract. It does not apply to patients who have only surgical and hospital coverage, nor to those who have surgical, hospital and medical-while-hospitalized benefits. To be eligible

for this feature of C.P.S. protection, therefore, the patient must have two-visit-deductible medical coverage.

**Question:** Does C.P.S. reimburse its beneficiary members for physician and hospital bills they may pay outside California?

**Answer:** Yes, C.P.S. benefits apply anywhere in the world if the beneficiary member is traveling outside California, providing services are rendered by licensed doctors and hospitals. In such cases, the member pays the bill and then requests reimbursement from C.P.S. by submitting his receipted bill with his request. If the services are a benefit of his contract, he is reimbursed in the same amount which would be paid to member physicians and hospitals in California for the same services. Requests for reimbursement must be made within 90 days from the date service was received.

**Question:** What is the procedure in rendering emergency care to a veteran?

**Answer:** Emergency care should be rendered with the understanding between doctor and patient that the Veterans Administration will pay the charges involved if the condition being treated has been previously adjudicated as service-connected by the VA. Treatment for a non-service-connected disability must be at the veteran's expense, whether emergent or not.

A Request for Authority to Treat (Form 52) should be completed and mailed to the C.P.S. Veterans Department immediately after the first visit. If the veteran is unconscious, or unable to complete his section of the form, a note of explanation should be attached.

**Question:** How may prescription blanks be obtained for veterans?

**Answer:** By asking for them from any member pharmacy of the California Pharmaceutical Association which has agreed to fill veterans' prescriptions. Lists of member pharmacies are available through either the Northern (San Francisco) or Southern (Los Angeles) branches of the Association.

## ATTENTION: C.P.S. Physicians

If you change your office address, C.P.S. requests that you give notification of the fact, and your new office address, to C.P.S. headquarters in San Francisco or Los Angeles or to the nearest C.P.S. district office. In this way, you will assure receipt of mailings of important C.P.S. informational material without unnecessary delay.